

Quality Oversight Division Director

Reports to: Chief Medical Officer, Division of TennCare
Working title: **Chief Quality Officer**, Division of TennCare
State Classification: **Chief Quality Officer**
Location: Nashville, TN

BACKGROUND

TennCare is Tennessee's Medicaid program that provides health insurance coverage for 1.4 million low income children, pregnant women, disabled adults, and adult caretakers of children. TennCare currently covers one out of every five Tennesseans and 50% of all Tennessee births, with an annual budget of \$11 billion. TennCare partners with its managed care organizations (MCOs) to provide high quality integrated physical, behavioral, and long term care to its member.

MISSION AND TEAM

TennCare's mission is to support a healthier Tennessee by improving lives through high-quality cost effective care. TennCare has been a leader in innovation through clinical care models and delivery system payment reform while promoting the delivery of high quality services within a sustainable budget. TennCare's Medical Office sits at the forefront of this mission to support clinical quality and operations, federal and state policy, and strategic innovation for the agency. The Quality Oversight Division is an integral team within the Medical Office that is responsible for monitoring, reporting, and leading innovative strategies focused on improving clinical quality and health outcomes.

Operationally, the Quality Oversight Division works closely with several TennCare divisions to lead development and execution of a comprehensive quality strategy. Additionally the Quality Oversight team plays a strategic role in TennCare initiatives focused on improving clinical care and outcomes for TennCare members, including primary care transformation and population health. Externally, the Quality Oversight Division works closely with TennCare's contracted organizations and other state agencies to provide oversight of quality performance and data reporting for TennCare members. The **Quality Oversight Division Director** will be a key member and leader on the Medical Office Team reporting directly to the Chief Medical Officer.

POSITION OVERVIEW & ESSENTIAL FUNCTIONS

Responsibilities will include:

- Lead development and implementation of TennCare's comprehensive quality strategy that incorporates priorities from all TennCare divisions

- Provide daily leadership and management for each team within the Division of Quality Oversight to complete work products and execute quality strategy. Responsibilities for each team include:
 - Meaningful Use Team – supporting providers with compliance and attestations for EHR meaningful use requirements
 - Performance, Review, and Improvement Team – supports development of population health strategies, clinical initiatives focused on targeted patient population groups, and leads engagement with key stakeholders providing services to TennCare Members
 - Data Analytics Team – leverages data and analytics to provide insights on areas for quality improvement as well as meet quality reporting requirements
- Ensure timely completion and compliance with all federal CMS quality reporting requirements which include:
 - Overseeing the development and submission of the annual TennCare Quality Strategy Report to CMS
 - Guide submission of yearly quality reporting metrics such as CMS 416 EPSDT rates, CMS Child and Adult Core measure set, NCQA HEDIS metrics, and others
- Oversees the Managed Care Organizations and other contracted organizations to monitor and assure the organizations meet contractual requirements. Responsibilities include:
 - Actively participates in development of contract requirements outlining the quality strategy and activities for contracted organizations
 - Directly administer and oversee the TennCare External Quality Review Organization (EQRO) contract and related activities
 - Partners with MCO Quality Leads to develop innovative strategies and ensure completion of key quality activities
 - Coordinate with other TennCare Divisions quality monitoring and reporting activities of MCCs and contracted agencies and develop corrective action plans as needed
- Identifies opportunities to collaborate with key external stakeholders to execute quality strategy and support improved clinical care (e.g. TN Chapter of the American Academy of Pediatrics, TN Department of Health, etc.)
- Provides team leadership and professional development for Quality Oversight Team to cultivate a collegial, team-based workplace culture. Supports the Performance Management evaluation process for each direct report and across the entire team
- Handles special projects as assigned by Chief Medical Officer.

QUALIFICATION REQUIREMENTS

Minimum Qualifications

- 5+ years in clinical healthcare quality and reporting
 - RN or higher clinical licensure preferred OR
 - MPH/MHA or higher degree with focus on quality and health outcomes

- Proficiency in Microsoft Office software including Word, Excel, and PowerPoint
- Excellent interpersonal, oral, and written communication skills
- Strong organizational, time management, analytical skills
- Prior experience leading and managing teams and direct reports

Desirable Qualifications

- Experience in health care delivery and administration (hospital, physician practice, etc.) or state/federal health agency and policies
- Experience in managed care and/or quality improvement
- Experience with population health or value-based payment reforms

COMPENSATION

Salary/Range: Compensation and benefits arrangements are competitive and will be commensurate with the selected candidate's experience and responsibilities of this position. Interested candidates should send resumes and a brief writing sample to sandra.duncan@tn.gov

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